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BURLINGTON ON TAP

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Makin' Waves!

This month showcases our new bill format and improved rate structure with a focus on equity and affordability. These changes are the culmination of a two year Rate & Affordability Project, and we sincerely appreciate how many of you took the time to participate at our public outreach events. Changes include volumetric rates based on customer class, fixed meter base charges, private fire protection charges, along with a lifeline rate tier, and our very first customer assistance program.

We've been trying to get the look of our new bill just right, but it's a work in progress, so you may see more format changes in the coming months. Our thanks for your patience during this time and we welcome feedback about our new look!

Coming Soon

Water Resources is actively working to finalize a rebate program for a variety of conservation and infrastructure improvements. We are hoping to have these programs launched just before winter begins - so stay tuned!

Also look for our new Budget Billing option to stay on top of your utility finances all year long. Applications will be available in October.



The Water Resources Assistance Program (WRAP) offers a variety of assistance options. This month we are highlighting our Bill Discount Program.

This program provides a waiver of the monthly water and/or wastewater fixed meter fee for approved participants. Details and application materials can be found on our website at burlingtonvt.gov/water/WRAP or by calling (802) 863-4501 and speaking with our Customer Care team.

Interpretation services are available by phone upon request!

Partnership Assistance Programs

The following limited time programs are also available for eligible Burlington water customers:

Vermont Emergency Rental Assistance Program (VERAP):

Offers assistance paying past due utility bills for renters suffering COVID-related economic hardship. You do not need to be late on your rent to apply.

Web: erap.vsha.org

Phone: 1-833-488-3727

Vermont Covid Arrearage Assistance Program (VCAAP):

Offers assistance paying past due utility bills for residents & businesses suffering COVID-related economic hardship. Available until 10/25/21 or until funds run out.

Web: publicservice.vermont.gov

Phone: 1-833-295-8988



2020 Consumer Confidence Report

Have you checked out our new Consumer Confidence Report yet? We are committed to delivering the highest quality drinking water possible and the CCR provides a snapshot of the water quality we provided in 2020. It includes details about where your water comes from, what it contains, and how it compares to Environmental Protection Agency (EPA) and state standards.

Please visit <http://bit.ly/BTVCCR2020> to view it online or contact us to request a paper copy.



From lake to tap,
since 1867!

Annual Hydrant Flushing Update

We completed flushing all hydrants on the low service on 7/9/21, and will move on to the high service once the UVM tank rehabilitation is finished later this month. To date our team has completed inspecting and flushing 70% of our hydrants. We appreciate your support during this critical annual event. Learn more by visiting:

burlingtonvt.gov/water/Hydrants

Stay Connected

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